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ABSTRACT

This manual formulates guidelines and serves as a policy document for microforms service at the Microforms Desk of the Government Publications and Microforms Department of the University of California, Irvine. Introductory materials include a description of the nature of the service and statements of its objectives and policies for dealing with various ethical considerations. Policies and procedures are then spelled out for providing desk service and assistance with serials, monographs, and copying. Guidelines are also given for handling general inquiries, equipment failures, statistics, circulation, in-process microforms, and orientation and instruction for users. A subject index is provided. (KM)

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MICROFORMS POLICY AND PROCEDURES MANUAL

Compiled by

Sara Eichhorn

University of California, Irvine

Government Publications/Microforms Department

1986

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MICROFORMS POLICY AND PROCEDURES MANUAL

INTRODUCTION

GENERAL STATEMENT

This manual formulates guidelines for microforms service at the Microforms Desk of the Government Publications and Microforms Department of the University of California, Irvine.

USES

It is primarily a policy document for those responsible for service at the microform assistant level. As such, it is an understanding between professional librarians responsible for reference service of microforms and microform assistants responsible for the retrieval and technical assistance of microforms on how the service is to be delivered.

ANNUAL REVIEW

The manual is also a vehicle for analyzing priorities and practices, with view to maintaining uniformly excellent service. It is, therefore, subject to annual review.

AUTHORITY

The contents serve as the basic authority for day-to-day decisions at the Microforms Desk. The policies and procedures will be made available on request to library patrons who have questions about service policy. The manual was written by the Microform Librarian and has been reviewed by members of the Government Publications and Microforms Department and the Assistant University Librarian for Public Services.

EVALUATION

The manual is expected to be useful in other ways: as a training aid for new Microform Assistants; as a framework for evaluating service; and as an aid to professional librarians who are responsible for providing reference service for microforms.

NATURE OF SERVICE

GENERAL STATEMENT

Microforms service is an important link between the user and the wealth of information contained in libraries on microform. Assistance with microforms includes: personal assistance to users in helping to find and retrieve specific information; general orientation in the use of microforms; and technical assistance in the reading and copying of microforms.

LEVEL OF ASSISTANCE

The level of personal assistance varies with the type of information sought. If the user needs to retrieve microform, or assistance in using and copying material on microform, the Microforms Assistant will provide this service. If the user requires assistance in using the bibliographies, indexes, or reel guides, or in determining which microform set to use, the Microforms Assistant will refer the patron to the Librarian at the Government Publications and Microforms Desk.

LIMITATIONS ON SERVICE

Microforms Assistants do not copy materials on microform for patrons, unless it is a contracted copying job, nor do they compile bibliographies tailored to the needs of individual users. They do not provide formal instruction in the use of microform collections. Any questions regarding the above should be referred to the Librarian.

TELEPHONE REFERENCE SERVICE

Telephone reference questions are received by the Librarian at the Government Publications and Microforms Desk. The following tools have been placed behind that desk to expedite service: the ERIC indexes on microfiche, the Q Data File Master Index on microfiche, the Community Cross Reference Guide to the Phonefiche, and the College Catalog Collection on Microfiche Index by Name.

STATEMENT OF OBJECTIVES

SERVICE TO INDIVIDUALS

Direct personal service to individuals includes the ability to be able to communicate actively with the user, to answer directional and informational questions, to facilitate access to the collection by assisting in the paging, using the equipment, and copying of materials on microform. Subject-specific assistance is referred to the Microforms Librarian at the Government Publications and Microforms Desk.

STAFF TRAINING

The Microforms Policy and Procedures Manual is to be used in the training of Microforms Assistants. Training should include discussion of the following topics: nature of service; ethics of service; service priorities; desk service; general and problem inquiries; serials, monograph, and copying assistance; equipment failures; statistics; and processing of microforms.

POLICIES AND PROCEDURES

The policies and procedures that have been developed have been done so to promote excellence in service. The service that is provided should meet identified needs and make access to the collection on microform as easy as possible. Service should be measured periodically in order to identify needed change. Statistics should be kept and analyzed to insure adequate desk coverage.

ETHICS OF SERVICE

USER NEEDS	The needs of microform users must always be taken seriously and treated with respect.
PRIVACY	The privacy of questions asked should be preserved. The patron also should never be questioned as to why he needs the information that is being requested. Never discuss with anyone except your supervisor or the Librarian any transaction between a user and yourself. This discussion should be within a context to provide improved service.
IMPARTIALITY	Microform resources should be distributed impartially within the priorities established.
BIAS	Personal bias should not be reflected in the execution of service or in the accuracy of information provided.
INTERPRETATION	As a rule, information should not be interpreted for the user, nor personal opinions offered, unless requested and identified as such. Microforms Assistants should be especially careful not to give medical, legal, statistical or financial information. For instance, stock prices should not be quoted.
PERSONAL GAIN	No personal gain, other than one's salary, should result from representing the library in reference transactions with library users. Tips cannot be accepted even when excellent service is provided.

DESK SERVICE

GENERAL STATEMENT

Priority is given to all activities involving direct service to microform users. Supporting activities such as working on technical processing projects should be undertaken only when all patrons have been helped.

SERVICE PRIORITIES

Patrons who come to the Microforms Desk have first claim on the attention of the Microforms Assistant. Among waiting patrons, first come = first served. Last in priority are pending questions left at the desk when the patron has departed. Questions received at the end of the hour should be turned over to the Microforms Assistant who has just come on the desk. They are not the responsibility of the Microforms Assistant who originally received them.

RESHELVING

The microforms used by patrons during the hours the Microforms Assistant worked should be reshelved by the end of each person's shift. Patrons should be advised that they should not reshelve microforms. The Microforms Reading Room should be left clean at the end of each shift. If the Microforms Assistant does not have time to reshelve, all the microforms used by the patrons should at least be placed on the reshelving truck. All readers and reader printers should be checked to make sure that they are off. The Microforms Reading Room should be straightened and all scrap paper and unreadable copies should be tossed. Statistics should be maintained on refunds given to patrons for copies that cannot be read. When reshelving, the Microforms Assistant should place a sign on the Microforms Desk stating that he is reshelving.

ATTENDANCE

Since Microform Assistants have public service responsibilities, they should be at work when they are scheduled on the desk. When an assistant is unable to come to work, his immediate supervisor should be informed at least 24 hours in advance. The supervisor will be responsible for obtaining a replacement. It is the supervisor's responsibility to make sure the Microforms Desk is always manned.

DESK SERVICE

REGULAR HOURS

During Fall, Winter, and Spring quarters, a Microforms Assistant Will be scheduled at the Microforms Desk. The hours of service are:

Monday - Thursday	8 a.m. - 12 p.m.
Friday	8 a.m. - 6 p.m.
Saturday	10 a.m. - 6 p.m.
Sunday	12 a.m. - 10 p.m.

SUMMER HOURS

Summer hours for the Microforms Desk are:

Monday - Thursday	8 a.m. - 7 p.m.
Friday	8 a.m. - 5 p.m.
Saturday	1 p.m. - 5 p.m.
Sunday	1 p.m. - 5 p.m.

APPROACH-ABILITY

Microforms Assistants should take care to be approachable at the Microforms Desk. They should be appropriately attired at all times. Although there is no strict dress code for Microforms Assistants, one should be neat and clean at all times. Shorts not be worn when on duty at the Microforms Desk. Shoes should not be removed as this is in violation of library policy created for safety reasons.

One should appear alert and receptive. Patrons should not be made to feel that they are interrupting with their questions. One's attitude and behavior should reflect the department's first priority -- willing and friendly service to patrons who present themselves to the Microforms Desk. The microforms policy stresses politeness to all patrons regardless of how rude they may be.

EMERGENCY PROCEDURES

If an uncomfortable situation develops, inform the Librarian at the Government Publications and Microforms Desk. If this type of situation develops when there is no one on duty at the Government Publications and Microforms Desk, call the Circulation Department for assistance. If an emergency arises, the telephone number for the UCI Police is 856-5222.

DESK SERVICE

SLACK PERIODS

During slack periods at the Microforms Desk, the Microforms Assistant is expected to work on other assignments. These assignments will be made by the supervisor. Instructions will accompany these assignments when necessary. Even when working on these assignments, the Microforms Assistant should walk the area to see if patrons are having problems with equipment or locating materials on microform. When assignments are finished, the supervisor should be notified. Do not study or read magazines or newspapers while on public service duty at the Microforms Desk.

STAFFING LEVEL

The Microforms Desk is normally staffed by one Microforms Assistant during all the hours that the area is open. When classes are being taught in the Microforms Area by the Microforms Librarian, more assistance may be provided to meet the needs, if this is possible.

MICROFORMS SCHEDULE

The microforms schedule details the names and times of assigned students. This is posted in the Government Publications and Microforms office. The Microforms Assistant should check the schedule at the beginning of each shift to verify assigned times. The supervisor should be responsible for notifying the Microform Assistants of any major schedule changes.

INACCURATE INFORMATION

If a Librarian should overhear a Microforms Assistant giving misinformation, the correct information should be supplied gracefully, discreetly, and courteously.

MICROFORMS ASSISTANTS HANDBOOK

The Microforms Assistants Handbook contains up-to-date lists of the following materials on microform owned by the library: newspapers, phonefiche, and lists of processed but uncataloged microfilm and microfiche.

DESK SERVICE

SHORT BREAKS

If for any emergency situation, the Microforms Assistant must be away from the Microforms Desk for five minutes or less, a sign must be placed on the Microforms Desk stating that the Microforms Assistant will return in five minutes. If the Microforms Assistant must be gone longer than five minutes, The supervisor should be informed and someone will relieve the Microforms Assistant if possible. A Microform Assistant who works four hours or more will be granted a rest period of fifteen minutes.

GENERAL INQUIRIES

LOST AND FOUND

Patrons who use the Microforms Reading Room often leave their purses, pieces of identification, or articles of clothing in the area. These items should be turned into the Circulation Desk as soon as possible. Patrons seeking lost items should be referred there.

DIRECTIONAL QUESTIONS

Patrons who are seeking directional information about the location of services both within the library and on campus should be helped whenever accurate information can be given. The use of the microforms brochure, maps, or the campus directory should be used whenever possible. If the Microform Assistant is uncertain about library or campus services, refer the patron to the Librarian at the Government Publications and Microforms Desk. If there is no Librarian on duty, refer the patron to the Information Desk in the lobby.

AMOUNT OF SERVICE

The amount of service rendered at any particular time will vary depending on how busy it is at the desk. What is practical at one time may not be at another. It is important, however, to provide the best service possible. Some guidelines are given below.

If after verifying through the UCI Serials List that the library does not own a specific newspaper or serial, refer the patron to the Reference Desk on the second floor where they can obtain information on other libraries that may own the serial or newspaper.

If the library does not own a specific book or dissertation, refer the patron to the Government Publications and Microforms Desk. There are thousands of books located in the numerous microform collections that the library owns and the Microform Librarian will be able to find these books through the use of indexes, bibliographies, and reel guides.

If you are unable to locate annual reports for companies, refer the patron to the Government Publications and Microforms Desk. The Librarian knows of collections at other libraries that are larger than the one owned by the UCI Library.

GENERAL INQUIRIES

CLASS ASSIGNMENTS

Microforms Assistants should be alert to signs of a class assignment. For example, a class of students are often told to locate a book or theater review in a newspaper. Let the Microforms Librarian know so that she can make arrangements with the faculty member to have such an item copied and placed on reserve. This will help eliminate loss of the microfilm before all students in the class are able to complete the assignment.

QUESTIONS AT CLOSING TIME

The Microforms Area should be closed promptly at the hour that is posted. It is also important to note that the area should not be closed early. Lengthy assistance should not be begun five minutes before the library is going to close. The Microforms Assistant should inform all patrons in the microforms area that the area is going to close five minutes before closing time.

GENEALOGICAL QUESTIONS

Persons who are involved in the researching of family history through the use of newspapers or census material often ask for a great deal of assistance. Although the library contains material useful in genealogical research, these patrons should only be provided with retrieval and technical assistance. Additional assistance will have to be obtained at the Federal Archives in Laguna Niguel. Refer the patron to the Librarian at the Government Publications and Microforms Desk for further assistance.

STOCK PRICES

Librarians and Microforms Assistants do not read stock prices over the telephone or interpret them for patrons who have come to the Microforms Area. The patron is simply referred to the complete run of the eastern edition of the Wall Street Journal that the Library owns on microfilm. The last two months of the western edition of the newspaper are located in the Current Periodicals Room. No narrative information from newspapers, journals, or books should be read over the telephone.

SERIALS ASSISTANCE

UCI SERIALS LIST

The UCI Serials List is the first place to look when a request is received for a serial or a newspaper. The microfiche edition of this list includes both serials that are on paper and those on microform. When serials are first ordered and even before they are received and cataloged, they are included in the UCI Serials List. Therefore, the Microforms area may not have titles on microforms if they are marked "on order." Each entry in the UCI Serials List will include the following important items: title; call number or accession number; holdings statement; and library location. If there is no accession number in the UCI Serials List, the Microforms Assistant should refer to the lists of uncataloged microfiche and microfilm in the Microforms Assistants Handbook. If the title cannot be found in the lists of uncataloged material, then the Microform Assistant should refer the patron to the Librarian at the Government Publications and Microforms Desk.

ARRANGEMENT OF SERIALS & NEWSPAPERS

Serials on microform are arranged in four different locations. Foreign newspapers are arranged by country, city, and title. Domestic newspapers are arranged by state, city, and title. Serials on microfilm are arranged according to Microfilm S accession numbers. Serials on microfiche are arranged according to Microfiche S accession numbers.

RETENTION OF NEWSPAPERS ON PAPER

Most newspapers that are received on microfilm are not received in that form for at least two to three months. For some foreign newspapers, it takes six months to a year. The following newspapers are retained in the Current Periodicals Room until the microfilm arrives: Los Angeles Times (all editions), Sacramento Bee, San Francisco Chronicle, Orange County Register, Washington Post, New York Times (late edition only), London Times, Daily Pilot (all editions), Christian Science Monitor (eastern edition), Wall Street Journal (eastern edition), and Le Monde.

SERIALS ASSISTANCE

INDEXES TO NEWSPAPERS

Indexes to newspaper titles are located in the Reference Department. The indexes are not received until two or three months after the newspaper in paper has been received. Not all newspapers have indexes. The list of UCI Newspapers on Microform at the UCI Library, located in the Microforms Assistants Handbook, provides an up-to-date compilation of newspapers that have indexes. There is a copy of this at the Government Publications and Microforms Desk.

MONOGRAPH ASSISTANCE

CARD CATALOG The Microforms Card Catalog is the first place to look when a request is received for a monograph or book on microform. The card catalog will include individual titles of books or dissertations that have been purchased on microform. However, the majority of books on microforms will be included in collections of books on microforms. Therefore, this type of question involves the use of indexes, bibliographies, and reel guides and should be referred to the Librarian on duty at the Government Publications and Microforms Desk.

MELVYL A second place to look when a request is received for a monograph or book on microform is MELVYL, the UC automated card catalog. The patron should again be referred to the Librarian at the Government Publications and Microforms Desk.

SETS ON MICROFORM The UCI Library contains hundreds of collections of research materials on microform. Only a handful of these sets have been analyzed in the card catalog. This means that the books that are included within the collections are not listed by author, title, or subject in the Microforms Catalog or Melyvl. The question should then be turned over to the Librarian at the Government Publications Desk.

COPYING ASSISTANCE

POSITIVE COPIES

The Minolta, Bell & Howell, and Fuji reader printers make positive copies from positive and negative microforms. A positive copy has black letters on a white background. The 3M reader printers will only make positive copies from negative microfilm and microfiche. The exposure switch on the Minolta and Fuji copiers should be set on P-P when copying positive microform and N-P when copying negative microform. The Bell & Howell reader printers have negative and positive knobs on the upper left hand side of the machine.

POLARITY CHART

	From Positive Microform You Obtain	From Negative Microform You Obtain
Minolta	Positive Copy	Positive Copy
Fuji	Positive Copy	Positive Copy
Bell & Howell	Positive Copy	Positive Copy
3M	Negative Copy	Positive Copy

COPIES FROM FICHE AND FILM

The Minolta reader printers will copy both microfiche and microfilm. The Bell & Howell reader printers have carriers for microfiche and microfilm. There is one 3M microfilm reader printer. There are three 3M microfiche reader printers. The Fuji is a microfilm and microfiche reader printer.

FILM AND FICHE CHART

Minolta RP 405 (1)	Make Copies from Film and Fiche
Minolta RP405E (2)	Make Copies from Film and Fiche
Fuji FMRP 30 AU (1)	Make Copies from Film and Fiche
Bell & Howell ABR 610 (1)	Make Copies from Film and Fiche
Bell & Howell File Search (1)	Make Copies from Film and Fiche

COPYING ASSISTANCE

FILM AND FICHE CHART	3M 500 Film Printer (1)	Make Copies from Film Only
	3M 500 Fiche Printer (2)	Make Copies from Fiche Only
	3M 800 Fiche Printer (1)	Make Copies from Fiche Only

COLLECTION OF MONEY

The Fuji, Minolta, Bell & Howell, and 3M microfilm reader printer are coin-operated and will only take dimes. The coin boxes on the reader printers will not give change. The 3M microfiche reader printers are not coin-operated and money must be collected for the copies made on these machines. The Microforms Assistant should record in the recharge book the amount of money received from the patron, the date of the transaction, and his initials. Change will not be provided to patrons as there is a coin-changer located on the first floor next to the copy machines.

RECHARGES

The Microforms Assistant should give the bypass key only to patrons who have a valid recharge number. When doing a recharge, the Microforms Assistant should record the recharge number, the name of the department that is responsible for paying for the recharge, the date of the transaction, and the number of exposures made. The bypass key should not be given to the patron doing the recharge unless the Microforms Assistant receives a piece of identification. Preferable is drivers license. When the bypass keys are not being used, they are stored in the cash box. The Minolta RP405 has a U1861 bypass key and the Minolta 405Es have a U6 bypass key. The Bell & Howell, Fuji, and 3M reader printers also have bypass keys.

REFUNDS

Refunds will be given to patrons who have made poor copies. Each time a refund is given a refund slip should be completed, noting the reader printer that was used, the amount of the refund, the date of the transaction, and initials of the Microform Assistant who made the refund.

COPYING ASSISTANCE

COPY JOBS

It is the policy of the Government Publications and Microforms Department to accept copy jobs from on campus or off campus users. Copy jobs are completed in the order received. The charge is fifteen cents a page and a $4.00 service charge.

Only one item will be copied per person per request. Lists of articles from newspapers and journals will not be copied. Jobs will be accepted that are received in person, over the phone, and by mail. Requests by phone can be completed before checks are received.

Both UCI microforms and microform brought from the outside will be copied. Overnight service will be provided unless the patron is otherwise notified.

Payment for copies mailed should be by check and not by cash. All checks should be made out to: University of California Regents. They should be mailed to: Microforms Supervisor, Government Publications and Microforms Department, P.O. 19557, University of California, Irvine, Library, Irvine, California 92713.

If there are any problems about legibility, the patron will be asked to come to the Library before a copy job can proceed. The Microform Assistant should blow microform material back to its original size unless special instructions have been given to make it smaller or larger. Paper should be cut off at the appropriate size in order not to waste paper.

MINOLTA LENSES

Lenses should be kept in the reader printers all the hours that Microforms is open. Minolta lenses are interchangeable on all the Minolta reader printers. The brightness adjustment must be changed when the lenses are interchanged. The following general guidelines should be used in selecting lenses for material that is being copied. The lip on the lens carrier must face downward and the screw placed in the insert.

11x British Public Record Office mmicrofilm
14x newspapers on microfilm
17x journals on microfilm
24x journals on microfiche; phonefiche; ERIC microfiche
41x college catalogs; annual reports

COPYING ASSISTANCE

ULTRAFICHE

The Library does not own any ultrafiche and there are no lenses available.

3M LENSES

3M lenses can also be removed and are interchangeable on all 3M reader printers. The following guidelines should be used in selecting lenses for material on microform that is being copied.

12.05x British Public Record Office microfilm
14.88x newspapers on microfilm
18.25x journals on microfilm; microfiche; phonefiche; ERIC microfiche; GPO microfiche
35.00x college catalogs; annual reports

FUJI LENSES

Fuji lenses can also be removed and are interchangeable. The following guidelines should be used in selecting lenses for material on microform that is being copied.

12:1 newspapers on microfilm
15:1 newspapers on microfilm
24:1 journals on microfiche; phonefiche; ERIC microfiche; GPO microfiche
41:1 college catalogs; annual reports

BELL & HOWELL LENSES

The Bell & Howell ABR610 reader printer and File Search reader printer have concealed lenses. When changing lenses on the ABR 610, the screen must be removed and the other lens dropped in. The File Search reader printer has a high and low magnification dual lens switch. The following guidelines should be used in selecting lenses for material on mciroform that is being copied.

45 mm. newspapers on microfilm
34 mm. journals on microfiche; phonefiche; ERIC microfiche; GPO microfiche
20 mm. college catalogs; annual reports
15 mm. college catalogs; annual reports

COPYING ASSISTANCE

CUT SIZE	The cut size of the paper copy can be adjusted on some reader printers. On the Minolta reader printers paper can be cut off at 5 1/2", 8 1/2" or 11" long. Paper can be cut off at 8.5", 11", 14", and 17" on the Fuji reader printers. Copies on the 3M and Bell & Howell reader printers are always 11" long and 8 1/2" wide.

EQUIPMENT FAILURES

DEFINITION

An equipment failure sign should not be placed on a microform reader printer until the following questions have been asked:

1) Does the reader printer have fresh toner?;
2) Does the reader printer have paper?
3) Does the reader printer have enough toner?
4) Is the machine plugged in?
5) Does the machine have a projector lamp and fuse that are burnt out?
6) Is the machine properly focused?

The microform supervisor must always be notified immediately when there is equipment failure.

TONER REPLACEMENT

If a Bell & Howell or Minolta reader printer is making light copies, the appropriate toner should be added. This is not equipment failure and a sign should not be placed on the reader printer stating that it is out-of-order.

The Minolta reader printers should never have more than one quart of toner in the machine. The toner bottle should be shaken before removing the seal. When filling the tank, make sure that the hose is pulled up. If the machine has been sitting for more than three days, the old toner should be drained before new toner is added.

The Bell & Howell ABR610 should never have toner added above the fill line. The Microform Assistant should make sure that all three plugs have been reconnected. When adding dry toner to the Bell & Howell File Search, make sure that the toner cap has been pushed in all the way.

TONER SUPPLIES

There should always be at least one month's worth of toner in the supply cabinet. When toner is below that level, the technician in charge of supplies and equipment failure should be notified.

EQUIPMENT FAILURES

TONER CHART

Type of Reader Printer	Type of Toner Used
Minolta 405	Minolta Reader-Printer Bi-Mode Toner
Minolta 405E	Minolta Reader-Printer Bi-Mode Toner
Bell & Howell ABR 610	Bell & Howell Space Master Toner Type A
Bell & Howell File Search	Charge-Pak for Bell & Howell Dry Charge Reader Printers
Fuji FMRP 30AU	Fuji Microfilm reader Printer FMRP Toner

PAPER REPLACEMENT

If a reader printer runs out of paper, new paper should be added immediately. The fact that there is no paper in the reader printer is not equipment failure, and a sign should not be placed on the machine stating that it is out of order. All reader printers have easy to follow diagrams inside the machines showing how to change the paper. Follow directions on each reader printer for paper replacement.

PAPER SUPPLIES

There should always be at least one month's worth of paper in the supply cabinet. All supplies should be properly marked when they are received. When paper is below that level, the technician in charge of supplies and equipment failure should be notified.

PAPER CHART

Each type of reader printer has its own paper. The Microform Assistant should be very careful to load the correct paper in the right machine.

Type of Reader Printer	Type of Paper Used
Minolta 405	Minolta 11" wide paper rolls
Minolta 405E	Minolta 11"wide paper rolls
Bell & Howell ABR 610	8 1/2" wide Bell & Howell wet paper rolls

EQUIPMENT FAILURES

	Type of Reader Printer	Type of Paper Used
PAPER CHART	Bell & Howell File Search	8 1/2" wide Bell & Howell dry paper rolls
	Fuji FMRP 30AU	11" wide Fuji paper rolls
	3M 500 Film Reader Printer	8 1/2" wide dry silver paper rolls
	3M 500 Fiche Reader Printer	8 1/2" wide dry silver paper rolls
	3M 800 Fiche Reader Printer	8 1/2" wide dry silver paper rolls

PROJECTOR LAMP AND FUSE REPLACEMNT

If a reader or reader printer has a burntout bulb or fuse, it should be replaced immediately. This is not equipment failure and a sign should not be placed on the machine stating that it is out of order.

PROJECTOR LAMP SUPPLIES

There should be at least three projector lamps of each type in the supply cabinet at all times. The projector lamps that are most used are: DEDs, FCSs, GE 1240s, AND FLTs. These can be ordered by the Storehouse on campus. The ordering of projector lamps is done by the technician in charge of ordering supplies.

BULB CHART

A list of the bulbs used by each piece of equipment is a part of the Microforms Equipment Manual.

FOCUS ADJUSTMENT

Often readers and reader printers do not focus properly. Either the lens has not been placed in the machine properly or the focus knob is out-of-adjustment. This something that each Microforms Assistant should be able to correct. This also is not equipment failure and a sign should not be placed on the machine.

EQUIPMENT FAILURES

BROKEN PARTS

When a reader printer appears to have a part on the machine that does not appear to be functioning properly, then the Microform Assistant notifies the technician in charge of equipment failure. If the techinician is unable to fix the piece of equipment, he will notify Library Administration in a memo that a repair person should be called. The Microform Librarian and the technician's supervisor should be given a copy of this memo.

It library administration's responsibility to keep track of the machines that have maintenance contracts and those that don't. If a machine does not have a maintenance contract, the technician should be aware of current rates for repairs. These can be easily verified by calling the distributor from whom the machine was purchased.

If a machine must be repaired, the technician must include the following items in his memo: make, model, and serial number of the machine to be repaired; what is thought to be wrong with the machine; any replacement parts for which it is known for certain must be replaced; the address and phone number of the repair person; the account to which the repair costs should be charged; an estimate of the cost for repairs; and the name of the person to be contacted by the repair person. The memo must be signed by the Department Head.

STATISTICS

REPORTING OF STATISTICS

The Government Publications and Microforms Department keeps statistics on reference encounters. Recorded on the daily tally sheet, these statistics provide raw data for numerical reports and serve as a basis for review and evaluation of service at the Microforms Desk. One very serious responsibility of all Microform Assistants is to keep an accurate record of contacts with patrons while at the desk.

The tally sheet is kept on the Microforms Desk. The Microforms Assistant who opens in the morning is responsible for seeing that the form is placed on the desk each morning. Blank tally sheets are kept in the Microform Assistants Handbook. If there are only two blank tally sheets left in the handbook, please notify the supervisor. The tally sheet must be properly dated and ready for use.

The statistics are compiled on a monthly basis and reported in the Government Publications and Microforms Department monthly report.

RECORDING UNANSWERED QUESTIONS

It is a good idea to keep a record of questions that the Microforms Assistants are unable to answer in the Microforms Assistants Handbook. That way the Microform Librarian will know when additional training is needed. It is also a good way to sort out the questions that cannot be answered from the microform resources owned by the library. It will also give the Microform Librarian an idea of the additional reference tools that may be needed by those providing assistance in the Microforms area.

CATEGORIES

Daily and hourly statistics are kept for the following categories: directional and holdings checks. Ref erence questions are only to be answered by the persons working at the Government Publications Desk or the Microforms Librarian. They are recorded at the Government Publications Desk.

A sample tally sheet has been included in this manual.

Date _____ Reporting Unit: Microforms

DIRECTIONAL AND HOLDINGS CHECK TRANSACTIONS

	Directional	Holdings Check
8-9		
9-10		
10-11		
11-12		
12-1		
1-2		
2-3		
3-4		
4-5		
5-6		
6-7		
7-8		
8-9		
9-10		
10-11		
11-12		

STATISTICS

CATEGORIES

The directional column is where the Microform Assistant records directional questions. Examples of directional questions are: Where is the pencil sharpener? Where is Reserves? Where can I get a tape duplicated? The directional/column is for recording the number of persons that the Microform Assistant helps with equipment. A person may ask several questions but a statistic is recorded only once per person.

The holdings check column is for recording questions that involve help with the equipment and the Microform Assistant must also page an item. An example of this type of question would be: Where would I find the Wall Street Journal and how do I make a copy?

Any questions that involve the use of indexes or bibliographies for microform sets should be referred to the Librarian at the Government Publications and Microforms Desk or to the Microform Librarian. Statistics should never be recorded for answering microform reference questions. These are recorded on the Government Publications tally sheet.

CIRCULATION OF MICROFORMS

GENERAL POLICY	The microforms collection is non-circulating. There are rare occasions when a Librarian may wish to allow specific microform material to be borrowed for a limited period of time. Following are guidelines for checking out materials in exceptional circumstances.
LOAN PERIOD	Microform materials may be checked out for one week at the discretion of a Librarian. Exceptions to this are the last five years of domestic newspapers, college catalogs, phonefiche, or the annual reports which do not circulate.
ON CAMPUS ONLY	Microform materials may be circulated to UCI faculty or to UCI graduate students.
CIRCULATION FORM	Patrons fill out a circulation form. A supply of these forms are kept at the Microforms Desk. The date due should be entered on the circulation form. The circulation records are kept at the Microforms Desk.
RETURN	Patrons should return the microform materials directly to the Microforms Desk.
INTERLIBRARY LOAN	Microform materials may be checked out for one month by personnel from the Interlibrary Loan Department. Exceptions to this are the last five years of domestic newspapers, college catalogs, phonefiche, and the annual reports. An interlibrary loan circulation card must be completed, indicating to whom the material is being loaned and due date.

IN-PROCESS MICROFORMS

IN-PROCESS SERIALS

Patrons often ask to obtain microform material they locate on ORION that indicates that it has been ordered. This microform has entered the file but it does not have an accession number. The Microforms Assistant consults the list of uncataloged microfilm and microfiche that appears the Microforms Assistant Handbook.

ASSIGNING ACCESSION NUMBERS

Accession numbers are assigned by the Library Assistant in the Government Publications/Microforms Department who does the temporary processing of serials on microform. The Library Assistant checks the UCI Serials List to make sure that an accession number has not already been assigned. If not, he makes the assignment, stamps the microform with its new accession number, and prepares a file under title to hold all appropriate ORION and OCLC catalog copy. Information cards are typed for the microform shelf list and the author title catalog. On each information card is recorded the accession number, the main entry, and the holdings statement.

IN-PROCESS MONOGRAPHS ON MICROFORM

When microforms are ordered through the Acquisition Department, the Microform Librarian receives a copy of the order slip.

All microforms ordered through the Acquisitions Department are sent directly to the Catalog Department upon receipt. Material on microform that has been sent to Cataloging is housed in the office of the Principal Monographic Cataloger. This material can be retrieved by contacting the Microforms Cataloger in the Catalog Department. When material is cataloged, the microform, guides, and catalog cards are sent to the Government Publications and Microforms Department. The shelf list is given to the Microform Librarian to notify her that the material on microform has been cataloged.

ORIENTATION AND INSTRUCTION

PRIORITY — Instruction and orientation are assigned a high priority in the Government Publications and Microforms Department.

RESPONSIBILITY — The Microform Librarian is responsible for promoting, planning, and coordinating microforms orientation and instruction within the department.

ORIENTATION — Orientation includes: guided tours of the microforms area, preparation of publications describing the contents of the microforms area and collections; and the preparation of non-print media describing microform collections.

INSTRUCTION — Instructional activities include: course or assignment-related sessions for students; teaching the section on microforms for Bibliostrategy; and the preparation of bibliographies on microforms for faculty.

MICROFORMS POLICY AND PROCEDURES MANUAL

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